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**IN THE UNITED STATES PATENT & TRADEMARK OFFICE**

Applicant: Rod Mancisidor, et al. : Paper No:  
Serial No. 09/909,250 : Group Art Unit:  
Issue Date: July 19, 2001 : Examiner:  
For: EXPERT SYSTEM SUPPORTED INTERACTIVE PRODUCT SELECTION  
AND RECOMMENDATION

**REVOCATION AND NEW APPOINTMENT BY ASSIGNEE**

THE ASSISTANT COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Dear Sir:

The undersigned, being Assignee of the entire interest in and to the above application, hereby revokes all former Powers of Attorney and appoints the Practitioners at Customer Number 26874, c/o Ria Farrell Schalnatt, Esq., Frost Brown Todd LLC, 2200 PNC Center, 201 East Fifth Street, Cincinnati, Ohio 45202 (513) 651-6800, attorneys, with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent Office connected therewith.

CONVERGYS INFORMATION MANAGEMENT  
GROUP INC.

Date

9/30/04

By

Danny McKen

Title:

Asst Secy